



GROUNDWORK
CHANGING PLACES
CHANGING LIVES



R2W Evaluation Policy GWSNT – COL03

This policy applies to all R2W College, Groundwork South and North Tyneside staff and volunteers (hereafter referred to as Groundwork).

Groundwork South and North Tyneside seeks to deliver a high-quality service. We strive not only to meet the learners' needs, but through the process of self-evaluation and critical review to continually improve the learning services that we provide. Engaging with learners and receiving feedback from them is a vital part of this evaluation mechanism, enabling us to better develop our services to meet client need. We view positive and negative feedback as an opportunity to continually improve our services.

Scope and Purpose

To provide learners with a formal evaluation mechanism and provide feedback as to the strengths and areas for improvement of their learning.

This policy applies to all learners:

- Learners will be informed at induction of the evaluation process
- All learners will be given an opportunity to provide feedback about the quality of provision through completing a mid-way learner survey. Evaluation is also undertaken at the end of each course
- Summary information from learner evaluation surveys will be published on the Route2Work website
- Quality improvements made as a result of learner feedback will be published on the Route2Work website
- Information will be used by senior staff to inform quality improvement

Supporting documents

Complaints Policy

Learner Voice Policy

Policy review

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Version Control

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